

MARYLAND DEPARTMENT OF HEALTH

PRE-PROPOSAL CONFERENCE

MDH OPASS-20-18375  
eMMA #BPM015767

QUALITY OF LIFE SURVEYS FOR MEDICAID LONG TERM  
SERVICES AND SUPPORTS PARTICIPANTS

Held at: Maryland Department of Health  
201 W. Preston Street  
Room L3  
Baltimore, Maryland 21201

September 11, 2019

10:00 a.m.

ATTENDANCE:

AGENCY:

Dana Wright, Contract Officer,  
Office of Procurement and Support Services

Sabrina Lewis, Procurement Coordinator,  
Medical Care Programs - Office of Finance

Janelle Robinson, Director,  
Minority Business Enterprise Program

Carrie Goodman, Division Chief, Clinical Support  
Services, Office of Long-Term Services & Supports

Amy Miller, Special Assistant/Director of Special  
Projects, Office of Long-Term Services & Supports

Marie Ymayo, Health Policy Analyst Associate,  
Office of Long-Term Services & Supports

ATTENDEES:

Elham-Eid Alldredge, KEN Consulting  
Michelle Cantave, Schaeffer Center, University of  
Baltimore  
Kimberlie Manns, KSC Consultant Services, Inc.  
Terilynn Murray, Support Network, Inc.  
Nkem Okeke, Medicalincs, LLC

(Appearing Telephonically)

Joanne Campione, Westat  
Michelle Carter, WBA Research  
Julie Gerts, Knowledge Services  
Barbara Gassaway, Observation Baltimore  
Michelle Kendell, Maryland Marketing Source  
Jo Anne Schneider, Chrysalis Collaborations  
Muriel Wheatley, Vital Research

Reported by: Carol O'Brocki, Notary Public  
Hunt Reporting Company, Glen Burnie, Maryland

P R O C E E D I N G S

(10:06 a.m.)

MS. WRIGHT: Good morning, everyone, and thank you for joining us here today.

This is the Pre-Proposal Conference for Quality of Life Surveys for Medicaid Long Term Services and Supports Participants for the Maryland Department of Health, Contract No. 20-18375.

My name is Dana Wright from the Office of Procurement and Support Services. I'm here today to help you understand the process for this procurement. If further clarification is needed after the meeting, I can be reached at the email address [mdhsolicitationquestions@maryland.gov](mailto:mdhsolicitationquestions@maryland.gov).

This meeting is to review the request for the Policy of Life Surveys for Medicaid Long Term Services and Supports Participants for the State of Maryland. The Department intends to make a single award as a result of this RFP.

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There is a sign-in sheet available in the front for everyone to sign. It's very important that everyone sign in, in case there is a need to contact you as a result of this meeting. Please feel free to leave your business card, as well, and also we do, in fact, have possible offerors on the conference line.

What I'm getting ready to do now, I'm getting ready to do an overall introduction of everyone that's here in the conference room, and then I will ask that those on the phone access line introduce themselves, as well.

I'm going to start. Again, my name is Dana Wright from the Office of Procurement and Support Services. I'm the Contract Officer for this contract.

MS. LEWIS: My name is Sabrina Lewis. I'm the Procurement Coordinator.

MS. ROBINSON: Janelle Robinson, the Director of the MBE Program for the Department.

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MS. YMAYO: I'm Maria Ymayo and I work for the Office of Long Term Service and Supports.

MS. GOODMAN: Hi. Carrie Goodman, Division Chief, Clinical Support. I forgot my own title. I work in the Office of Long Term Services and Supports with Medicaid.

MS. MILLER: Hi. I'm Amy Miller. I'm the Special Assistant for the Office of Long Term Services and Supports.

MS. OKEKE: I'm Nkem Okeke. I'm with Medicalincs, LLC.

MS. MURRAY: Terilynn Murray with Support Network, Incorporated.

MS. ALLDREDGE: Elham Alldredge. Sorry for the (indiscernible) from KEN Consulting, Inc.

MS. CANTAVE: Hi. My name is Michelle Cantave. I'm with the Schaeffer Center at the University of Baltimore.

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MS. MANNS: I'm Kim Manns. I'm with KSC  
Consultant Services, LLC.

MS. WRIGHT: Thank you. And now I'll ask  
everyone on the phone line if you can introduce  
yourself, please.

MS. KENDELL: Hi. This is Michelle Kendell  
(phonetic) with Maryland Marketing Source. We're an  
MBE market research company.

MR. RAOCH: Hi. This is John Raoch  
(phonetic) with Westat.

MS. (Indiscernible) with Westat.

MS. CARTER: Michelle Carter, WBA Research.

MS. SCHNEIDER: Joanne Schneider, Chrysalis  
Collaborations. We are a Maryland registered Women  
and (indiscernible) business. We also have over 30  
years worth of research experience (indiscernible) and  
have been involved in the DDA quality of life surveys.  
So I offer the experience of being disabled and  
(Indiscernible).

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MS. WRIGHT: Thank you. Is that everyone?

MS. GERTS: And Julie Gerts, Knowledge Services.

MS. WRIGHT: Okay. Thank you.

MS. GASSAWAY: Barbara Gassaway, The Research Group.

MS. WRIGHT: Barbara, can you repeat your last name for me, please?

MS. GASSAWAY: Certainly. It's G-A-S-S-A-W-A-Y.

MS. WRIGHT: Thank you. Is that everyone on the conference line?

UNIDENTIFIED SPEAKER: I wanted to add, it's hard to hear. Sometimes noise in the background. Would it be possible that we receive a list of everyone that's here and their contact information?

MS. WRIGHT: Yes. The information will be posted as soon as possible for the sign-in sheet. And what I will ask also is that for everyone that's on

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the conference line, if you could submit your name, your title, and your contact information to the Maryland Department Solicitation website, that way I can include that with the sign-in sheet, as well.

UNIDENTIFIED SPEAKERS: (Indiscernible)  
because we were having issues. I sent you a form.  
Are we okay?

MS. WRIGHT: Yes. Everyone is okay. We do apologize for the delay or the difficulties you may have with trying to get that information, as well.

UNIDENTIFIED SPEAKER: Thank you.

MS. WRIGHT: You're welcome. So, what happens is when the emails come in I try my best to send a receipt to let you know that the information was, in fact, received. Okay? And I'll turn the volume up just a little more.

As you know, the contract result of this solicitation will be for five years base period. Addendum 1 was posted on the website for the issue

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that we had for the incorrect information for the Maryland Department of Health Solicitation so that was updated.

There are no minimum qualifications for this solicitation. Section Two of the RFP indicates the contract requirements and Scope of Work, beginning on page 2. As noted, the Maryland Department of Health has issued the RFP in order to conduct the Quality of Life surveys with approximately 1,400 Medicaid beneficiaries receiving the long term services and support through community actions programs per year for a five-year period.

All subsequent documentation regarding this solicitation will be posted on the eMaryland Marketplace Advantage, which is eMMA, and the Maryland Department of Health websites. Please remember that in order to receive contract award, a vendor must be registered on eMMA. Registration is free. Please review Subsection 4.2 for additional details.

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I would like to stress to everyone today that any questions asked during the Question and Answer portion of this meeting be submitted to the Department in writing for clarity. The questions and answers, along with minutes, and other documents, if required, will be posted on the eMMA website and also the Maryland Department of Health website as quickly as possible.

Carefully review Subsection 4.3, Questions, on page 28 regarding how to submit questions subsequent to the Pre-Proposal Conference. Questions to the Procurement Officer, Mr. Dana Dembrow, shall be submitted via MDHsolicitationquestions@maryland.gov. Questions should be submitted no later than five days prior to the proposal due date.

The Procurement Officer, based on availability of time to research and communicate an answer, shall decide whether an answer will be given

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before the proposal due date. Given that, please try to submit any questions as soon as possible.

Again, the contract resulting from this solicitation will be in effect for five years.

Carefully review the clause shown in Subsection 4.23 on page 32, Payments by Electronic Funds Transfer. By submitting a response to this solicitation, the offeror agrees to accept payment by electronic funds transfer unless the State Comptroller's Office grants an exemption.

Payment by the electronic funds transfer is mandatory for contracts exceeding \$200,000. This section goes into detail on how to register or request an exemption.

The procurement method used for this solicitation is competitive sealed proposal. There are several steps involved in this method, so your attention to the solicitation document is crucial to successful submission of your proposal.

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Again, there is no offeror minimum qualifications. Section Two, Contract Requirements, Scope of Work, on page 2, this section gives an outline of the background and purpose.

The responsibilities and tasks listed in Section Two, Subsection 2.3 begins on page -- this is the meat of the solicitation that will give you a clear understanding of what the Department expects of the successful offeror and the provisions of the services.

Please note. Some of the representative program staff will give further emphasis of the Scope of Work.

Proposal Format. Offerors are required to submit their response to the RFP in two parts. Refer to Section Five, Proposal Format. It clearly lists the submission requirements.

Again, I want to stress that your proposals shall be submitted in two separate volumes. Volume I,

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the Technical Proposal, and Volume II, for the Financial Proposal. Volume I, Technical Proposal will list all documents and information required for your Technical Proposal.

Please note for this contract there is a ten percent MBE and a one percent VSBE participation goal for this contract. A ten percent MBE participation goal has been established for this contract resulting from this RFP.

This information can be found in Section 4, Subsection 4.26, and a one percent VSBE participation goal has been established, and this information can be found in Section 4, Subsection 4.27.

The overview of the Minority Business Enterprise and Veteran Small Business Enterprise will now be given by Janelle Robinson.

MS. ROBINSON: Good morning, everybody. The MDOT Certified MBE Utilization and Fair Solicitation Affidavit, Attachment D1, must be fully and accurately

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completed and submitted in Tab O of your Technical Proposal. Failure to do so will result in your bid or proposal being deemed non-responsive.

On the D1 form you must first acknowledge and express your intention to meet the overall MBE goal percentage established for this solicitation. As no subgoals have been established for this solicitation, do not enter any information regarding percentages for African American, Hispanic American, Asian American, or Women-Owned Businesses in Section 1.

The MBE participation schedule should include the names of the Minority Business Enterprises that you intend to use to meet the required MBE goal along with their Federal Employment Identification Number, their MDOT/MBE certification number, as well as their certification category. Only MDOT/MBE certification is acceptable.

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MBE certification from another entity or jurisdiction will not be accepted. Additionally, the percentage of the total contract value to be provided by that particular MBE should be entered, as well as a specific description of the work that is to be performed by that particular MBE. MBEs must be fully certified at the time of the submission of your proposal.

MBE contractors may count 50 percent towards the established subcontracting goal. In the summary you will break down the specific MBE status of the particular MBE subcontractors and this should be equal to or exceed the MBE goal established for this solicitation.

Within ten working days of receiving notice that your firm is the apparent awardee, you must submit your Outreach Efforts Compliance statement, which is Attachment D2, and your Subcontractor Project Participation Certification, Attachment D3.

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You may request a waiver of the MBE goal and within ten working days of receiving notice that your firm is the apparent awardee, you must submit all required waiver documentation in accordance with COMAR 21.11.03.10.

Please carefully review the liquidated damages provisions in this solicitation regarding compliance with the MBE rules and regulations.

The VSBE Utilization Affidavit and Subcontractor Project Participation Schedule, Attachment E1, must be fully and accurately completed and submitted in Tab O of your Technical Proposal. Failure to do so may result in your bid or proposal being deemed non-responsive.

On the E1 form you must first acknowledge and express your intention to meet the overall VSBE goal established for this solicitation. The VSBE Subcontractor Project Participation Schedule should include the names of the Veteran-owned Business

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Enterprises that you intend to use to meet the required VSBE goal, along with their DUNS number.

Only United States Department of Veteran Affairs certification is acceptable. VSBE certification from another entity or jurisdiction will not be accepted.

Additionally, the percentage of the total contract value to be provided by the particular VSBE should be entered, as well as a specific description of the work that is to be performed by that particular VSBE.

Within ten working days of receiving notice that your firm is the apparent awardee, you must submit your Subcontractor Project Participation Statement, Attachment E2. You may request a waiver of the VSBE goal, and within ten working days of receiving notice that your firm is the apparent awardee, you must submit all required waiver documentation in accordance with COMAR 21.11.13.07.

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In the summary, you will enter the total VSBE participation, and this should be equal to or exceed the VSBE goal established for this solicitation.

MS. WRIGHT: Does anyone have any questions for Janelle?

MS. MANNS: For either one of these goals, do they have to be Small Business Enterprise or reserve?

MS. ROBINSON: No.

MS. WRIGHT: Do we have any questions?

(No response.)

MS. WRIGHT: Okay. We want to thank you, Janelle.

For the proposal delivery packaging, offerors shall provide their proposals in two separately sealed and labeled packages as follows: Volume I, Technical Proposal consisting of one original executed technical proposal and also for the

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material marked and sealed; (2) four duplicate copies of the above, separately marked and sealed; (3) an electronic version of the Technical Proposal in Microsoft Word format, Version 2007 or greater; (4) the Technical Proposal in searchable Adobe PDF format; and (5) a second searchable Adobe PDF copy of the Technical Proposal with confidential and proprietary information redacted. Please refer to Section 4.8.

For Volume II, the Financial Proposal shall consist of (1), original executed Financial Proposal and also for the material marked and sealed; (2) four duplicate copies of the above separately marked and sealed; (3) the electronic version of the Financial Proposal in searchable Adobe PDF format; and (4) a second searchable Adobe PDF copy of the Financial Proposal with confidential and proprietary information redacted. See Section 4.8.

Please make sure that the outside of the packages include a name, email address, telephone

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number, and a contact person for the offeror on the outside of the box in case you would need to be contacted.

To simplify the submission, Subsection 5.3, Volume I, Technical Proposals on page 42 show where documents and information should be included in the technical proposals. Section 5.4, Volume II, Financial Proposals, begins on page 48. The Financial Proposal instructions can be found -- one moment. I need to make a correction.

For Section 5.4, Volume II, Financial Proposals is found on page 48. I apologize for that. The Financial Proposal instructions can be found on page 57.

For the purpose of the procurement, the Financial Proposal worksheets are included as an attachment and formatted in Excel format. As previously mentioned, comments and notes regarding financial proposal forms are on page 57. If there are

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any questions regarding the Excel financial worksheet, please direct them to the program staff person here today.

The evaluation committee, evaluation criteria, and selection procedure are outlined in Section 6, beginning on page 49. Your proposals will be evaluated by a committee organized for that purpose and will be based on the criteria set forth in the RFP.

The technical criteria listed in descending order of importance can be found in Subsection 6.2 on page 49, and the financial proposal criteria listed in Subsection 6.3 on page 49.

The selection procedure is highlighted in Subsection 6.5 on page 50. As noted, the contract will be awarded to the responsible offeror that submitted the proposal determined to be the most advantageous to the State considering technical evaluation factors and price factors as set forth in

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the RFP. Documents required upon recommendation for contract award is listed in Section 6.6 on page 51.

Other than proposing your technical and financial proposals, the most important matter is to have your proposal submitted by the date, time, and location listed. Therefore, your proposals are due no later than September the 27th, 2019 at 2:00 local time. The address for receipt of proposals is listed in the Key Information Summary Sheet. No proposal will be accepted after 2:00 p.m. Please note that the proposals are to come to the Maryland Department of Health headquarters at 201 West Preston Street, attention Dana Wright, Room 416B.

We want to make sure you are fully aware that there are increased security requirements for individuals entering the building. If you plan to hand carry your proposal to the Office of Procurement, please be sure to allow sufficient time for security

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to verify your ID that you will in order for you to enter the building.

Please note you are hereby notified that the deadline for receipt of proposals will remain 2:00 p.m. local time. Please address your proposal package to the same address listed.

The three acceptable means of delivering a proposal are found in Subsection 5.2, Proposal Delivery and Packaging. One, the U.S. Postal Service; two, hand delivery by the offeror -- please ask for a receipt; three, hand delivery by a commercial carrier -- ask for a receipt.

Please remember that after the Pre-Proposal conference, prospective offerors may have questions answered that may help them understand the RFP. Please keep in mind that the answers to your questions, if they are significant in nature, shall be posted on the eMMA and MDH websites. Therefore, please allow sufficient time for this to occur.

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And I also would like to stress the reason that I indicated to please make sure that there is contact information on the outside of the package, it is because were the proposal could be extended for a later date. If your package comes in I would at least like to let you know, okay, I received your original package and would you like to submit additional information if time is allowed.

But if there is no contact information, we aren't allowed to open your packages. So it would just be sitting there. So, it's very important that that information is on the outside of the package.

The Technical Proposal financials must be sealed separately. Please make sure that all required documents are included and if a signature is required that they are signed off.

Remember the ten percent MBE goal, the one percent Veteran Small Business participation goals, and also there was in fact Addendum No. 1 that was

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included. If you just make sure that you include that information within your proposal acknowledging the Addendum 1. That's a requirement of the proposal, as well.

At this time, does anyone have any questions for me at this time?

(No response.)

MS. WRIGHT: Okay. So what I'm going to do at this time for the background, purpose, and scope of work, I'm going to hand it over to the program. Thank you, Carrie.

MS. GOODMAN: Thank you, Dana. Good morning. So, I'm going to be fairly brief. Maria is going to talk in a little more detail for the scope of work for this contract.

The background on this work is essentially that the quality of life survey is an instrument and was developed by Mathematica Policy and Research, Inc.

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(phonetic) to evaluate outcomes of interest for the Money Follows the Person Demonstration Grant.

For those of you who are not familiar with that demonstration grant, Money Follows the Person was intended to remove barriers for older adults, folks with disabilities to live in the community as opposed to a nursing facility.

So the tool was originally intended to evaluate, at the time, to do a baseline at the time the person was in the institution, and then to do two follow-ups at 11 and 24 months respectively after transitioning to evaluate whether or not the person's quality of life essentially increased as a result of living in the community.

This tool has been modified ever so slightly for our purpose. Our programs have a similar population. We administer four programs. I'll go through a brief overview of those, but we administer four programs called Home and Community Based

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Services, which again, provide supports and services to older adults, individuals with disabilities, so that they remain in the community supported as opposed to being in an institution.

So, the goal here -- the primary aim of doing this survey is to evaluate the services and supports provided to our participants through a quantitative assessment of their quality of life.

There are seven domains in the survey -- living situation, choice and control, access to personal assistance services, respect and dignity, community integration and inclusion, satisfaction, and health status.

So again, the intention is to survey ten percent of our total program population each year over a five-year period. Maria is going to talk a little bit more about scope of work.

MS. YMAYO: Sure. Good morning. As Carrie said, the main task that the contractor will have is

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going to be just a simple administration of the tool that we have -- the survey to at least ten percent of the population that we currently support.

In addition, they need to submit those responses from the survey into the LTSS Maryland. They're going to have -- you know, contractor is going to have access to that. Contractor also should submit the work plan, should submit a monthly report to Carrie, and should also participate in monthly meetings with her.

This meeting is going to be just for an assessment to what is going on, you know, with the implementation -- the administration of the survey and only other issues that may be raised in the report.

Also the contractor should submit a work plan that is basically showing the method for receiving, storing, and using participant information in the sample (phonetic) file, the project management flow chart, the process (indiscernible), and any

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implement used to make phone calls, drafting interpretory and follow-up letters and phone scripts for outgoing calls.

The phone numbers are going to be used in hours of operation. Also it is expected from the contractor flexibility of contacting these participants. It can be within the hours of operation -- business hours. Also can be on the weekends, even including also holidays. Letters of support from any partner agencies providing support for this contract, the scope of work from an interpretation and translation service with whom the contractor has established work.

From our own experience we are -- so we are doing the demonstration of the survey here. There is a huge percentage of the population that speak another language than English. So we can eventually provide how many language or the type of languages we

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(indiscernible) within this population if there is any interest.

So it is expected also from the contractor draft reports and details of the system used to generate the reports if they're required. Also, detailed staff planning that will include their qualifications of all the staff, rules and organizational chart, and training protocol for all of the staff -- the current staff, and also if there is any idea of hiring in the future new staff to provide help with demonstration of the survey.

Regarding the staff and training, the contractor should provide us any necessary staff training in advance of the data collection.

Regarding the survey administration, the data collection, there's going to be the pre-survey work. Basically the contractor should comply with all of the facts of the study protocol, if there's going to be the (indiscernible) by the Department.

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After that, during the survey administration we're going to provide the contractor with the instrument that I mentioned earlier, and it's required from the contractor an (indiscernible) inventory letter to the participant and a follow-up letter, and at least five attempt telephone calls before determining that the participant is unavailable for the survey.

The contractor should provide a toll-free phone number for the participants to call back. Upon making contact with the participant, the contractor should schedule an interview at the time and place and convenience of the participant. As I mentioned earlier, it can be during weekends. It can be during office hours, and also can be during holidays.

So, it's required from the contractor to conduct in person surveys with participants and/or the proxy. It's required to obtain informed consent from the participant or the proxy taking part in the

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survey, and follow the approved process of applying the study protocol.

In addition, the contractor is expected to comply with our Department's remitted English (indiscernible) policy, record the participant's or proxy's survey responses, and entering the LTSS Maryland, and report abuse, neglect, expectation and other reports or events as defined by our Department's Affordable Events Policy, you also can find in the forms.

Post survey work is expected that the contractor should enter within five business days into the LTSS Maryland. The report or event also should be entered in the LTSS Maryland following the time frame required by the Affordable Events Policy, and it's expected the contractor should submit monthly reports to the Contract Monitor as I mentioned earlier.

And if the contractor fails to or we identify any deficiency in the work provided by the

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contractor, we will require corrective action and we will issue a corrective action plan to the contractor.

So, regarding the work or events, you can find more information in Appendix 4. The contractor is responsible for acquisition (phonetic) and operation of all hardware, software, and network support related to the service that is going to be provided.

Let me know if you have any questions.

MS. WRIGHT: Before you ask questions, can you please state your name and the company that you represent I'll come right back to you on the conference line. Thank you.

MS. ALLDREDGE: My name is Elham Alldredge. I'm with KEN Consulting, Inc. My question is from your experience with the survey, how many actual different languages did you find?

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MS. GOODMAN: It's going to be anecdotal.  
My response is anecdotal. Maria conducts the majority  
--

UNIDENTIFIED SPEAKER: I'm sorry. We can't  
hear on the phone. Could you guys repeat the  
question?

MS. WRIGHT: Yes. One moment.

MS. GOODMAN: Dana, do you want me to repeat  
the question?

MS. WRIGHT: Yes, please.

MS. GOODMAN: Okay. So, for the those on  
the phone the question was in our experience how many  
languages have we encountered other than English  
spoken by participants in our programs?

My response is that we can answer that with  
-- this is an anecdotal. Maria is conducting the  
majority of the surveys currently, so what would you  
best guess be?

MS. YMAYO: Yeah. So I think we can provide some information regarding the language we've been in contact, but it basically is going to be -- in a week the ones I have encountered range from Spanish, Russian, Korean, Hindi. So it's a huge variety of language. Again, if there's an interest we can provide the specific language. We forget that sometimes within this preparation is going to be the proxy. So usually the proxy also speaks English, or even, you know, if the person's primary language is other than English, they have a good grasp of English and they're going to speak English. But the majority, in the past we've had Russian, Spanish, Korean, Chinese --

MS. MILLER: Yeah. I'll chime in here real quick, too. This is Amy Miller. So we do have information on I believe it's the top 12 spoken languages for people in our programs, and we can

provide that for the question and answer portion to be posted.

MS. MURRAY: And maybe a percentage -- Terilynn Murray of Support Network -- a percentage of the total that require translation services, or in any language. It doesn't have to be by language.

MS. GOODMAN: So, we won't know because we don't have the sample yet. We'll be providing the language with the sample. We can try to give you the breakdown of languages for participants in our programs generally if that is possible for us to generate that data. And I'm looking at Amy.

MS. MILLER: I can try.

MS. GOODMAN: Well, we can try.

MS. MURRAY: Well, just historically how many times you've --

MS. GOODMAN: We don't have that data readily available but we will try.

MS. MURRAY: Okay. Thanks.

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MS. SCHNEIDER: And this is Joanne Schneider, Chrysalis Collaborations. Would sign language be one of the languages needed here?

MS. GOODMAN: Yes.

MS. OKEKE: So this is Nkem Okeke with Medicalincs. For the set number of beneficiaries, is 1,400, for those who do not consent do we still have to keep reaching out to make sure --

MS. GOODMAN: Yeah. So, the takeaway here is ten percent of whatever the total program population is at that time. 1,400 is reflective of our current 14,000 participants. We have said we would over-sample -- the 20 percent sampling included a 10 percent over-sample to allow for non-respondents.

MS. YMAYO: And then we think that pool, also we're going to find participants have already provided -- have done the survey but it needs to be for more than one year. So we're going to contact

them again, some of the people that we had contacted previously.

MS. ALLDREDGE: Well, that was my second question. This Elham Alldredge from KEN Consulting. I assume that every sample every year is a new sample. You just said something about following up --

MS. YMAYO: Some of them. So it needs to be at least one year that they have been in contact with you can contact again for over a year. But, yes, it happens, but it is not infrequent.

MS. GOODMAN: So, right now we are -- our contractor is sampling on a rolling basis. We've been getting a new sample of several hundred participants per month. It varies based on the success rate from that sample in terms of the total completed.

MS. GERTZ: This is Julie Gertz, Knowledge Services. Can you tell us who the current contractor is?

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MS. GOODMAN: We don't have a contractor. When I referenced contractor I meant the person was doing the random sampling for us. We have an existing contract to do data analysis with Hilltop Institute at the University of Maryland Baltimore County. It has nothing to do with the survey. They're not a contractor for this, but that's a function of the other work that they perform for the Department.

MS. GERTZ: Thank you.

MS. MURRAY: Terilynn Murray, Support Network. Can we get a copy of the tool? The survey?

MS. GOODMAN: So, I think that's probably a Dana question. So, we say in here that we'll provide the tool at the time of the first meeting. It's readily available on the internet, I would assume. So, can we provide it in advance?

MS. WRIGHT: Probably so. We'll follow up with that.

MS. GOODMAN: Okay.

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MS. MURRAY: And what's the average time?

MS. GOODMAN: Length of time to complete the survey?

MS. YMAYO: It just depends. So, it's going to basically depend if you're going to use an interpretation company. So if the person -- English is not their primary language, so it takes longer. Also sometimes depends the individual. There is people that want to speak a word -- want to complain about the service they are receiving.

So, it can range from 25 minutes to two hours. Again, it just depends.

MS. MURRAY: And do you have a breakdown by county of how many surveys per county?

MS. GOODMAN: No.

MS. MURRAY: So can you generate historically how many surveys have been done by county?

MS. YMAYO: So we can -- again, probably, I mean, we can provide information of the population per county. So, the number of people -- the number of participants per county, yes.

MS. MANNS: Because that I think -- I'm sorry -- Kim Manns, KSC Consultants -- that would be helpful because there is no mileage reimbursement and you're asking us to compile a price based upon a face-to-face visit. So, from our location to the furthest distance would have to be calculated.

MS. WRIGHT: Sure.

MS. MANNS: Also, I have a couple of questions regarding the technical issue. I'm not sure if this is the place where I can now ask, or if I should wait until later.

MS. WRIGHT: No, you can ask the question, and then, like I said, if we need any clarification then I'll ask you to submit it --

MS. MANNS: Oh, okay.

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UNIDENTIFIED SPEAKER: I can't hear this person. So could somebody repeat over what they're saying?

MS. WRIGHT: Okay.

MS. MANNS: My name is Kim Manns from KFC Consultants. I am asking a couple of questions in regards to the LTSS of which it states that will give the awardee access to input responses to the questions.

MS. YMAYO: Correct.

MS. MANNS: So, from my understanding, you're going to provide the questions, you're going to provide the names, and you'll provide the tool -- the LTSS. As we know, LTSS is a developing database. How are the software upgrades going to be included within that?

Also, you're also asking for a disaster recovery platform for services. It says the information is going to be compiled and uploaded into LTSS.

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Does that not have a disaster recovery platform, and if we have to build that in, is there an approximate amount of data that we are looking to store? If it's just for the Excel sheets and the Word documents, does it have to be in a disaster recovery 100 miles away from where our current location is?

And there is an applied point of data gathering and entry pretty much with the questions that we're responding to with asking these individuals? Is there any specific type of adaptive devices that are required to communicate with these individuals to get responses if an applicant or a designator rep is not available, such as a TTY machine? I know you said some ASL may be required. Are there other adaptive devices that may be required as well?

MS. GOODMAN: Okay. That was many, many questions. Let's start with the first one. In terms of LTSS, yes, it is an ever-evolving database as is

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any database that's utilized to store information. I cannot speak to the specifics regarding the disaster recovery plan as noted in the contract. I would need to review that.

Certainly our contractor who maintains the database has in place its own disaster recovery plan with respect to the data, but I believe we're asking for additional protections with respect to the contractor. But again, I'd have to review that section of the contract.

MS. MANNS: Because if you are I'd like to know how you expect the awardee from this contract to relate to whatever disaster recovery's behind there, because certainly if we're compiling information into someone else's database, we can't -- we have no guarantee. So --

MS. GOODMAN: Understood. As we don't, for storing our program information in the database. Okay. Agreed. So, in regards to the question about

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adaptive devices, we haven't specified a requirement for any adaptive devices. To the extent that one of our participants uses an adaptive device to communicate, certainly we would want attempts to be made to ascertain information directly from the participant.

We have found that with our program population, and I think this is -- exacerbated is not the word that I want to use because that has a negative connotation. I think it's intensified because we're doing surveys via phone right now. So there's a level of verbal communication that's required that would not necessarily be true if you're doing an in-person survey.

So, someone who doesn't have the ability to communicate verbally may be able to communicate in a different way with the administrator of the survey that doesn't exist currently over the phone. Does that answer your question?

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MS. MANNS: Yes.

MS. GOODMAN: Okay.

MS. WRIGHT: What else?

MS. ALLDREDGE: Another question. Elham Alldredge with KEN Consulting. Are you open to doing like CAPI-type (phonetic) interviews, which is like a computer-assisted personal interviewing with some of the participants who are not able to communicate verbally?

MS. GOODMAN: I would have to think about it.

MS. ALLDREDGE: Okay. No problem.

MS. GOODMAN: My initial response is no. I want to keep the method of administration the same so that we can compare across respondents.

We considered allowing telephonic interviews, and again, the research largely supports that you'd get a different obviously respondent rate,

as well as the quality of the information received via phone. I think my initial response is no.

MS. ALLDREDGE: Okay. No problem.

MS. CANTAVE: Kind of a follow-up on this. This is Michelle from the Schaeffer Center. If a respondent requests a telephone interview are we able to do that, or would that be considered a refusal if they don't want to set up an in-person interview?

MS. GOODMAN: Yeah. We talked about this yesterday. My initial response is no, I would not want to make accommodations for over the phone because, again, that's a break with the protocol unless we allow that in protocol, and I really want to try to minimize the amount of non-in person time that we have with the respondents.

I mean, again, our experience over the past year has been that, I mean, doing this work on top of the work that we're already doing has been untenable, and we are really struggling to get folks to respond

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between the hours of 8:00 and 5:00 Monday through Friday over the phone. So, I really want to give this survey a chance to ascertain the data that we need to evaluate and decide on program improvements. So that's a long winded response to no.

MS. ALLDREDGE: Ms. Goodman?

MS. GOODMAN: Yes?

MS. ALLDREDGE: Elham Alldredge from KEN Consulting. Have you in the past done the survey face-to-face, or this would be the first?

MS. GOODMAN: Yes.

MS. ALLDREDGE: Okay. And you're sort of --

MS. GOODMAN: We have not done it face-to-face. The history behind this work, the tool itself when it was used for the purpose of the MFP (phonetic) was done strictly in person.

When we initially implemented this as a way to evaluate the quality of our services, which I believe was 2016 -- it would be a few years ago. We

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had an inter-agency agreement and that entity administered the surveys in person. So that was the initial approach. That's sort of as you know the gold standard for obtaining data. We are doing it telephonically, poorly, but really that's the only way that we currently have to continue those efforts.

MS. OKEKE: Nkem Okeke, Medicalincls. Is there any desire to follow the protocol of participants over the time to kind of see if the responses data is consistent with change, as opposed to a one time --

MS. GOODMAN: I would love that. I would love this to be a more robust endeavor. My background is in research. So, I don't think it's possible at this point but I think I'd like to move to something that has multiple data -- points of data collection in the manner that you described.

MS. OKEKE: So if there's a 10 percent, maybe 15 percent overlap over time, (indiscernible)?

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MS. GOODMAN: Yeah. The other thing is that we haven't done any data analysis of the data we've collected since the implementation -- this is a question for you -- at least the last full year of data, we haven't done any analysis of that data yet. Again, we are having Hilltop Institute at University of Maryland Baltimore County do that analysis.

So it's hard to know what the data has produced thus far to figure out what changes to make in the future. I think we'll have a lot more information post this experience with this contractor to understand where we want to go in the future, if that makes --

MS. OKEKE: Would the type of the example -- or you wait for the whole five years?

MS. GOODMAN: I would wait for the five years.

MS. MANNS: Kim Manns, KFC Consultants. The other question that I have is at the end of contract

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expectations, five years, are you expecting the devices to be turned over to you, or how are they going to be anticipated, or are you expecting someone to explain the destruction (phonetic) or the link of storing that data for security HIPAA reasons?

MS. GOODMAN: I'm not sure what devices you're referring to.

MS. MANNS: Such as you would have to take a laptop out. You may have to take a storage device.

MS. GOODMAN: No, I mean, the data obviously would have needed to be maintained in line with HIPAA and other regulations that protect data. The devices themselves are owned by the contractor and provided for the purpose of this survey by the contractor. So I don't think there's any indication that that equipment somehow is owned by the --

MS. YMAYO: There isn't any specific line for the handover process at the end of the contract.

MS. GOODMAN: The transition plan. It's the data, not -- the State doesn't provide any equipment for the purpose of the --

MS. MANNS: Well, and I understand they don't provide the equipment, but when you start talking Excel and Word documents, because you have to save those documents before you can upload them. There's some sort of storage mechanism before it's uploaded in LTSS. So we actually have to scan that document in.

So regardless of what device you use, it can actually mirror image and copy that data before we transition it. So that's why I'm asking about a clearance device because of the HIPAA regulation.

MS. GOODMAN: Yeah. All equipment is owned by the contractor and retained by them.

MS. OKEKE: Nkem Okeye, Medicalincs. So would you want a PDF or actual manual entry? I'm thinking of the manual entry --

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MS. GOODMAN: Well, way it's programmed into the system now requires manual entry.

UNIDENTIFIED SPEAKER: Could that change over that five-year period?

MS. GOODMAN: Most likely not. We have a three-year lag to change anything in the system programmatically.

MS. OKEKE: To follow-up with that, just thinking outside the box, if you have that many questions or participants, thinking of a way, you know, dealing with API (phonetic) they kind of match whatever initial instrument to collect to kind of map to -- so that it's not a manual entry. There's no room for error. So, I'm just thinking, but I'm sure you've done it before.

MS. GOODMAN: Agreed. Yeah. So I would love if we had some different options, but again, as I said, programmatically we've got a several year lead time on making any changes for the purpose of the

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programs, much less than the other endeavor unfortunately.

MS. WRIGHT: Do we have any questions on the phone?

MS. SCHNEIDER: Yes. This is Chrysalis Collaborations. I have several. Do you want me to ask them all at once or what should I do?

MS. WRIGHT: One at a time, please.

MS. SCHNEIDER: Okay. So first of all, just to confirm, this is not the DDA population, at all, correct? It's the adult onset disabled and the elderly; is that correct?

MS. GOODMAN: So, our population could be concurrently enrolled in a program of the Developmental Disabilities Administration. But generally speaking, yes, they are different populations but there is some crossover.

MS. SCHNEIDER: Okay, great. And I'm very familiar and my college (phonetic) person will be very interested to see the questionnaire.

The next couple of questions come from my experiences doing a DDA version of this, which is now (indiscernible). So, my understanding is that when I call a person, there's been a number of similarities - - core indicators. Core indicators have a lot of qualitative data that you collect and if people aren't shouting about their experiences and it's (indiscernible). Do you want that collected in some way and analyzed?

MS. GOODMAN: I'm smiling, which of course you can't see. So, both Maria and I have a background in qualitative research so we are continually frustrated with the lack of opportunity to collect qualitative work.

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The tool doesn't really allow for that, with some very small exceptions which is sort of short answer responses. So, no, not at this time.

MS. SCHNEIDER: Okay. And if someone proposed a way to collect that data independently, would you want to see that, or you wouldn't want to see that?

MS. GOODMAN: I don't think I would want to see that because again to do so in a way that was standardized and allowed for that kind of collection we would have to implement some other kind of structured or semi-structured interview. So, no, I wouldn't want to see it.

MS. SCHNEIDER: All right. Thank you. Now, is this part of a nationally norm survey and (indiscernible) indicators and that?

MS. GOODMAN: So, there are -- for those of you who are familiar with sort of national endeavors to improve the quality on HCVS programs there are very

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few agreed upon measures on which to do so, or agreed upon tools with which to collect that data.

The Quality of Life survey and the CMS CAPS (phonetic), which of course, I can't remember what that stands for survey are really the main two instruments used for this purpose.

There is no repository -- of which I'm aware of currently, there is no repository of data for the Quality of Life survey anymore. I think there were things of that nature when it was utilized for MFP.

There is for the CAPS, and in the future we may transition to that tool, but I don't think there's any way to do that comparison systematically with other states that are using this tool, because it's fairly intermittent and inconsistent.

MS. SCHNEIDER: And I was (indiscernible) sure with the Maryland data, that may or may not have some (indiscernible) stipulation and have, you know, identical sort of different domains.

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MS. GOODMAN: I would be interested in looking at it. I think that would require -- obviously it would require collaboration between the DDA side of things and ourselves. I think it's possible. It certainly wouldn't be necessarily a scope of work for the contractor but I think the Department may decide to look at that if the DDA is willing to share their data.

MS. SCHNEIDER: Okay. One more question related to experience with doing DDA -- similar to DDA survey. One of the things that was written into the DDA survey based on this experience is wanting to hire, you know, a certain percentage of people, either the elderly or disabled, but similar to the population being served and interviewers, because frankly (indiscernible) data from Maryland and some of it is not. Also, we're familiar with the (indiscernible) and all of the consent (phonetic). Would you be interested in that from a contractor?

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MS. GOODMAN: I think if the contractor wants to propose that and include that in their proposal, and they think it's of value and certainly they're willing to do so, we haven't discussed that explicitly but I think that's up to the contractor to determine what qualifications beyond the minimums that we've set for key staff that they want to require.

MS. SCHNEIDER: Okay, great. Thank you so much.

MS. GOODMAN: Sure.

MS. WRIGHT: Are there any other questions on the phone?

(No response.)

MS. WRIGHT: Are there any other questions? Yes, ma'am?

MS. ALLDREDGE: I have a question. This is Elham Alldredge from KEN Consulting. On page 6 of Section 2 on the requirements to be included in the work plan, it talks about training protocol for all

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staff. Obviously there is no training materials yet. What is the requirement? Like how we're going to train?

MS. GOODMAN: Yes.

MS. ALLDREDGE: Okay.

MS. GOODMAN: This work plan is intended to -- do you want to take this one? I've talked a lot.

MS. YMAYO: So basically we require from the contractor just the training procedures they're going to do with their staff. As I said, if you present already the staff that was going to be working with you, they have done already -- they have experience doing this type of survey for this specific population, it's fine. If you're planning to hire more staff to do this. So we want to see both for the current and any future staff.

MS. ALLDREDGE: Thank you.

MS. WRIGHT: Do we have any other --

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MS. SCHNEIDER: I'm sorry. Do we need to submit all of the same questions we asked in writing?

MS. WRIGHT: That's what I was about to say next. Yes, for clarification, if you could submit your questions in writing and that way we could have then posted for everyone to see, so that way it will allow everyone to have a better idea when they are completing their proposals for submission.

MS. SCHNEIDER: Okay, great. Thank you.

MS. CANTAVE: Hi. This is Michelle Cantave from the Schaeffer Center. I have a question about the hours of operation and TTD telephone numbers. So, under the work plan you're saying that the hours of operation, is this the time that we're setting up the calls? Should it only be between 8:00 and 5:00 p.m., or are we able to call in the evenings in order to try to schedule --

MS. GOODMAN: Yes, absolutely.

MS. YMAYO: Yes.

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MS. CANTAVE: Okay.

MS. GOODMAN: You are allowed -- encouraged to do so in terms of contacting a participant. I believe we sort of set some parameters on -- reasonable parameters on the time that the interview would take place -- 8:00 a.m. to 9:00 p.m. This is really about requiring you to operate during those normal State business hours such that we can communicate with each other --

MS. YMAYO: With the participant so there's a flexibility expected -- flexibility from the contractor to basically -- depending on the participant's availability. We have had set calls at 7:00 a.m. We have had calls at 7:00 p.m. They request holidays and weekends (indiscernible) we are not able to provide it but they expect the contractor to provide that for the participant.

MS. CANTAVE: Also I have a question about managing the contact samples. So will we be managing

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the contact lists within the LTSS system or will we do that separately and then just use the system to enter the data?

MS. GOODMAN: Yeah. The sample is outside of -- we receive it within a CSB file and download it into Excel, and we manage the sample in a spreadsheet.

MS. MANNS: Kim Manns from KFC. I have one last question in regards to page 22. I know the initial bid says that there are no requirements, but under 3.10.4 it says key personnel identified. So are these truly preferred experiences or are they required experiences, where you're asking for Director of Research and Research Manager to be on staff with an extended period of time for experience?

MS. GOODMAN: We intended them as requirements for the key personnel. If there is a conflict between the statement about minimum qualifications data and what we wrote and intended, we

can certainly revisit that and figure out what we need to do.

MS. MANNS: Yes. Please clarify.

MS. GOODMAN: Our intention was to require them, so you and I will connect.

MS. MANNS: So I have a second question for you then. If that is a requirement, then the data entry -- data collection and data entry is not being analyzed?

MS. GOODMAN: Correct.

MS. MANNS: It's just being applied into a database system. Why is this a requirement?

MS. GOODMAN: Our intention here was to ensure that -- based on our previous experiences there was, one, a level of fidelity to the protocol and, two, a pretty consistent monitoring of the survey administration, both for fidelity to protocol as well as fidelity to -- fidelity to protocol with respect to training and administration of the survey.

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I think we originally were considering having the contractor do data analysis and then we felt like to keep it consistent with the analysis that will be done at some point by the (indiscernible) entity, we wanted to keep the same entity for analysis.

And I think it's a good question and I think we certainly can take it up in conversation with Dana about whether or not that's creating unnecessary barriers.

MS. MANN: Because if the contractor is truly not doing data analysis --

MS. GOODMAN: Yeah, of course.

MS. MANN: You know, that's an additional expense once someone else's company part that's not being utilized.

MS. GOODMAN: Yeah. Understood. You know, we envisioned that this may be that the contractor may be someone for whom these qualifications were not hard

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to meet. It was not put in place to create a barrier to access. It really was that we felt based on our own experience and research that that was a fairly easy benchmark to achieve. But like I said, Dana and I can (indiscernible) --

MS. WRIGHT: Please submit all the questions that were asked. If everyone could please submit those questions so that way we can do additional research and post it online.

Unfortunately we have a scheduling conflict, so if you submit your questions we'll respond as soon as possible, and everyone on the telephone line, if you could submit your name, the name of your business, and if you're an MBE and also a VSBE that information can be included with the sign-in sheet and posted as soon as possible, as well.

And any other questions you may have, if you submit them we will try to respond as soon as

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possible. So, thank you everyone who has attended today's Pre-Proposal meeting. Thank you.

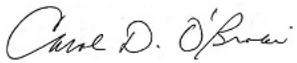
(At 11:11 a.m. the meeting concluded.)

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## CERTIFICATE OF NOTARY

I, Carol O'Brocki, Notary Public, before whom the foregoing testimony was taken, do hereby certify that the witness was duly sworn by me; that said testimony is a true record of the testimony given by said witness; that I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of the action; and that the testimony was reduced to typewriting by me or under my direction.

This certification is expressly withdrawn upon the disassembly or photocopying of the foregoing transcript, including exhibits, unless disassembly or photocopying is done under the auspices of Hunt Reporting Company, and the signature and original seal  is attached thereto.

CAROL O'BROCKI, Notary Public  
in and for the State of  
Maryland

My Commission Expires: January 15, 2023

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